



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending December 31, 2007

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.70	5.30	5.70	5.57
B. Operator Answer Time - Information [730.510(a)(1)]	1.48	1.49	1.65	1.54
C. Repair Office Answer Time [730.510(b)(1)]	116.00 *	72.00 *	22.00	70.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	147.00 *	170.00 *	182.00 *	166.33 *
E. Percent of Service Installations [730.540(a)]	94.00%	94.00%	93.00%	94.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.00%	91.00% *	89.00% *	92.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.60	1.50	1.70	1.60
H. Percent Repeat Trouble Reports [730.545(c)]	18.00%	16.00%	17.00%	17.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	4.00%	3.00%	3.84%
J. Missed Repair Appointments [730.545(h)]	43	115	118	92
K. Missed Installation Appointments [730.540(d)]	87	89	92	89

Comments



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